

ARIZONA OFFICE OF PROBLEM GAMBLING
HELPLINE STATISTICS
September 2003 through May 2004

Total Number of Calls	4675	%
Helpline Specific Calls	441	9.4
Calls from Problem Gambler	340	-
Calls from Non-Problem Gambler	101	-
Other Calls	4234	90.6

Calls by Shift	441	%
Daytime 7am-4pm	325	73.7
Evening 4pm-11pm	91	20.6
After Midnight 11pm-7am	25	5.7

Caller Profile	441	%
Gambler	340	77.1
Spouse/Significant Other	34	7.7
Child	15	3.4
Friend	18	4.1
Parent	13	2.9
Sibling	7	1.6
Therapist	4	0.9
Employer/Other	10	2.3

Gambler Gender	441	%
Male	244	55.3
Female	197	44.7

Caller Referral Source	441	%
Phone Book/Operator	123	27.9
Casino	97	22.0
Other	95	21.5
Unknown	68	15.4
Lottery Website	28	6.3
Person familiar with PG Program	25	5.7
AZ Council on Comp. Gambling	4	0.9
Office of PG Website*	1	0.2

*added category in March 04

Gambler Age	441	%
Under 18	0	0.0
18-24	22	5.0
25-34	58	13.2
35-44	91	20.6
45-54	91	20.6
55-64	63	14.3
65+	37	8.4
Unknown	79	17.9

Caller County	441	%
Apache	1	0.2
Cochise	3	0.7
Coconino	7	1.6
Gila	7	1.6
Graham	0	0.0
Greenlee	0	0.0
La Paz	2	0.5
Maricopa	228	51.7
Mohave	14	3.2
Navajo	2	0.5
Pima	73	16.6
Pinal	9	2.0
Santa Cruz	0	0.0
Yavapai	37	8.4
Yuma	15	3.4
Unknown	43	9.8
Out of State Callers	10	-

Gambler Ethnicity	441	%
Caucasian	311	70.5
Unknown	61	13.8
Hispanic	42	9.5
African American	15	3.4
Native American	8	1.8
Asian	4	0.9

Gambler Marital Status	441	%
Married	196	44.4
Single	77	17.5
Separated/Divorced	64	14.5
Unknown	64	14.5
Cohabitate	29	6.6
Widowed	11	2.5

Gambler's Game of Choice	340 (problem gambler)	%
Slot Machines	226	66.5
Cards	30	8.8
Lottery	27	7.9
Unknown	18	5.3
Video Poker	15	4.4
Other	10	2.9
Horses/Dogs/Animals	7	2.1
Sports Betting	4	1.2
Internet	1	0.3
Stock Market	1	0.3
Bingo	1	0.3

The following categories were added effective February 2004:

Number of Children Affected	237 (helpline callers)	%
None	110	46.4
One	15	6.3
Two	30	12.7
Three	14	5.9
Four	4	1.7
Five or more	1	0.4
Unknown	63	26.6

Gambler's Education	237	%
High School or GED	85	35.9
Associate Degree	25	10.5
Bachelor Degree	38	16.0
Graduate Degree	13	5.5
Other/Unknown	76	32.1

Gambler's Employment Status	237	%
Full-time	121	51.1
Part-time	9	3.8
Not Employed	46	19.4
Unknown	61	25.7

Gambler's Occupational Area	237	%
Other/Unknown	79	33.3
Professional/Managerial	45	19.0
None	31	13.1
Crafts/Technical	28	11.8
Service/Maintenance	23	9.7
Office/Clerical	19	8.0
Sales/Marketing	7	3.0
Paraprofessional	3	1.3
Military	2	0.8

Annual Household Income	237	%
Under \$10,000	14	5.9
\$10,000-14,999	11	4.6
\$15,000-24,999	21	8.9
\$25,000-34,999	30	12.7
\$35,000-49,999	40	16.9
\$50,000-74,999	18	7.6
\$75,000-99,999	11	4.6
\$100,000-149,999	4	1.7
\$150,000+	3	1.3
Unknown	85	35.9

Household Gambling Debt	237	%
None	34	14.3
Under \$1,000	15	6.3
\$1,000-4,999	36	15.2
\$5,000-9,999	16	6.8
\$10,000-19,999	20	8.4
\$20,000-49,999	30	12.7
\$50,000-99,999	8	3.4
\$100,000-249,999	3	1.3
\$250,000+	1	0.4
Unknown	74	31.2

Payment Defaults Related to Gambling Problem	237	%
Other/Unknown	173	73.0
Bankruptcy	19	8.0
Credit Card Charge-offs	19	8.0
Loss of Car	13	5.5
Loss of House	13	5.5

Gambler's Medical Problems	237	%
Chronic Disease	19	8.0
Disability	6	2.5
Other/Unknown	212	89.5

Gambler's Mental Health Problems	237	%
Depression	58	24.5
Anxiety*	12	5.1
ADD or ADHD	2	0.8
Bipolar	1	0.4
Other/Unknown	164	69.2

*added category in March 04

Age First Gambled	172 (problem gamblers)	%
Under 10	7	4.1
10-17	18	10.5
18-24	44	25.6
25-34	21	12.2
35-44	24	14.0
45-54	13	7.6
55-64	7	4.1
65+	0	0.0
Unknown	38	22.1

Age Gambling Became Problem	172	%
Under 18	1	0.6
18-24	17	9.9
25-34	29	16.9
35-44	31	18.0
45-54	33	19.2
55-64	16	9.3
65+	5	2.9
Unknown	40	23.3

Length of Gambling Problem	172	%
Under 1 year	18	10.5
1-2 years	36	20.9
3-5 years	39	22.7
6-10 years	20	11.6
11-15 years	8	4.7
Over 15 years	11	6.4
Unknown	40	23.3

**The following categories were added
effective March 2004:**

Illegal Activities/Consequences Related to Gambling	140 (problem gamblers)	%
Bad Checks	23	16.4
Theft	4	2.9
Incarceration	0	0.0
Probation	0	0.0
Other/Unknown	113	80.7

Gambler's Other Compulsive Behaviors	140	%
Alcohol	27	19.3
Tobacco	21	15.0
Food	7	5.0
Drugs	5	3.6
Shopping	1	0.7
Other/Unknown	79	56.4

Gambler's History of Abuse	140	%
None	50	35.7
Emotional	12	8.6
Sexual	6	4.3
Physical	12	8.6
Unasked/Unwilling	60	42.9

In last 6 months, Gambler has:	140	%
Had thoughts of suicide	26	18.6
Made plans for suicide	0	0.0
Attempted suicide	0	0.0
Unasked/Unwilling	114	81.4

Note: Columns do not equal 100% in some cases due to rounding. Helpline statistics are provided through contracted helpline service, Bensinger Dupont, Incorporated.
(06-30-04)